

## Needs and Impact Assessment Libraries and Customers Services 2016

1. Reason for Needs and Impact Assessment
2. The Equality Duty
3. Age Protected Characteristic
4. Disability Protected Characteristic
5. Limited impact on characteristics
6. Poverty and Low Income
7. Geography and Travel
8. Profile of Mosaic Public Sector
9. Electronic Delivery of Service/Digital Exclusion
10. Impact on employees
11. Combined Factors and Protected Priorities

### 1. Reason for Needs and Impact Assessment

A needs and impact assessment is conducted to understand how service changes will impact on users, and specifically people who have protected characteristics (see below for definition). It does not mean that services cannot change, often driven by a reduced budget, but the impact of those changes need to be considered as part of the decision making process. The assessment will also outline any mitigation that could reduce any negative impacts.

The information used in this impact assessment is taken from:

- Library and Customer Services Consultation 2016 ([link](#))
- Herefordshire Facts and Figures ([link](#))
- Herefordshire Libraries Facts and Figures 2016 ([link](#))
- Understanding Herefordshire, Joint Strategic Needs Assessment 2016 ([link](#))
- DCMS Taking Part Survey 2015/16 ([link](#))
- Secondary data via desk research

All these sources are published and available via the web or referenced. Paper copy of the consultation results are available to view at each of the libraries and customer service centres.

### 2. The Equality Duty

A needs and impact assessment is one tool that may assist decision makers comply with the public sector equality duty (PSED) set out in Section 149 of the Equality Act 2010. The duty relates to different groups who share any of the “protected characteristics” of age, sex, pregnancy and maternity, disability, race, marriage and civil partnership, religion or belief, sexual orientation.

The Equality Act outlines that due regard involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people.
- Encouraging people with certain protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

Geography in terms of access to services affected by rural isolation is not a protected characteristic, but is considered in this report due to the sparse spread of the population of Herefordshire. Poverty is also not listed as a protected characteristic but treated as one in this report due to Herefordshire's low wage economy and the multiplier effect poverty has on disadvantage.

Despite the central library in Hereford being closed temporarily, there were 500,845 visits to libraries including community libraries in 2015/16 financial year, with 23% of the Herefordshire population classed active library members; 18% of the population had a book on loan at one time; 56,838 face to face enquiries were made to customer services and 142,657 phone calls to customer services during the same period. Any change to these services needs to be considered next to the impact they will have on the people who use them. The services of libraries and customer services are co-dependent and integrated – the centres are largely staffed by the same teams from the same budget.

Customer services and libraries are a universal service (as in anyone can access them) and therefore people who meet one or more of the protected characteristics will be included within the usage. They also provide targeted services for people with particular needs, e.g. the Delivered Library Service provides housebound people with library books, and customer services provide targeted services to specific groups, including access to benefits. Therefore this assessment will draw on information from service use, consultation and demographics to focus on addressing impact on protected characteristics along with issues of geography and poverty.

The assessment will also need to be mindful of wider pressures on public service that directly meet the needs of safeguarding and care and the statutory duty of the local authorities to provide a “comprehensive and efficient” library service.

### 3. Age Protected Characteristic

#### 3.1 Profile of Herefordshire on age

The office for National Statistics (ONS) publishes mid-year population estimates each summer (the 2014 figures released in June 2015). Based on this data the current estimate of the county's resident population is 187,200 – an increase of 1,100 people (0.6%) since mid-2013 figures were published. Around 3,100 students living away from home were not included or several migrants working in the county for only a few months.

As well as current population numbers it is worth considering long term age profile when planning service change. The table shows how numbers of people in three broad age groups are expected to change up to 2031:

**Number and percentage of people in particular age groups**

	Mid-year estimates		
	2001	2014	2031
<b>0-15</b>	34,000	31,400	32,700
	19.4%	16.9%	16.1%
<b>16-29</b>	23,500	28,200	26,100
	13.4%	15.1%	12.8%
<b>30-44</b>	36,700	31,400	33,600
	21%	16%	16.5%
<b>45-64</b>	47,000	52,700	49,300

	26.9%	28.2%	24.2%
<b>65-84</b>	29,700	37,300	50,300
	17%	19.9%	24.7%
<b>85+</b>	4,000	5,900	11,600
	2.3%	3.2%	5.7%
<b>Total population</b>	174,900	187,200	203,600)

Office for National Statistics mid-year estimates; 2011-based forecasts

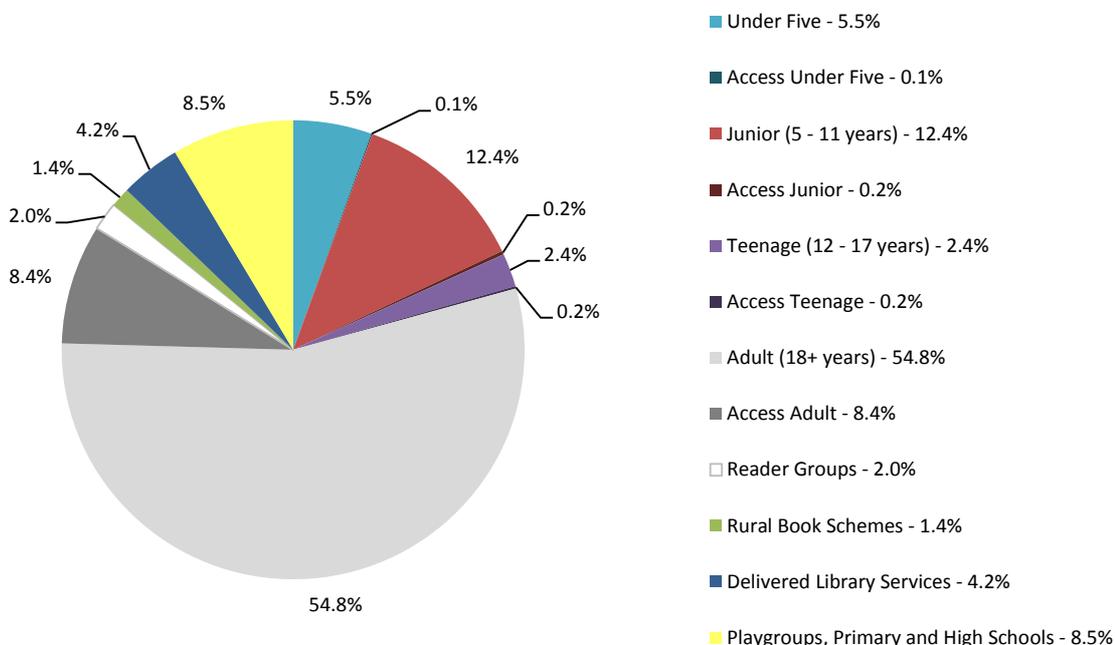
One thousand more people moved to Herefordshire in 2013-14 than left it. Natural change (birth less death) remained at zero with around 1,900 deaths each year. Herefordshire has a slightly lower proportion of younger children than nationally (11% aged under 10 years compared to 12% in England and Wales), although similar proportions to 10-17 year olds.

Hereford City has a much younger profile, with relatively high proportion of young adults. Rural village and dispersed areas have relatively more people of older working and early retirement age. The market towns and other areas (which include larger villages) have a profile more similarly to the county overall but with relatively high proportion of elderly people. 60% of people aged 65+ and 54% of people aged 85+ live in rural areas. Kington is slightly different to the other towns with a lower proportion of 30-44 year olds but slightly higher 16-29 year olds.

### 3.2 Service Users by Age

The following chart shows the range of use by age of the library service.

#### Herefordshire Libraries loans by borrower type 2015-16

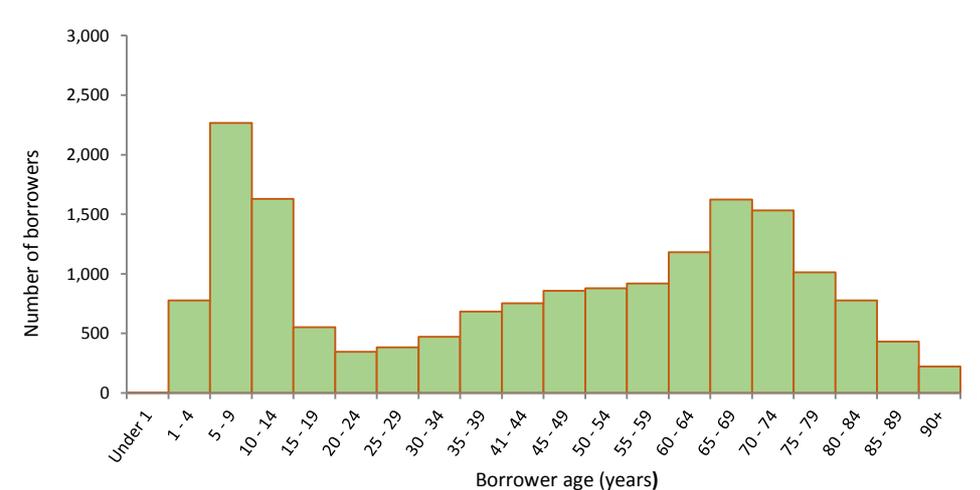


This shows a high percentage of library use by children and young people compared to the number of children in the county population – children 17 years and under accounted for 33% of library loans, whereas 16.9% of the Herefordshire population are aged 15 and under. Children who read for

pleasure made more progress in maths, vocabulary and spelling between the ages of 10-16 than those who rarely read<sup>1</sup>.

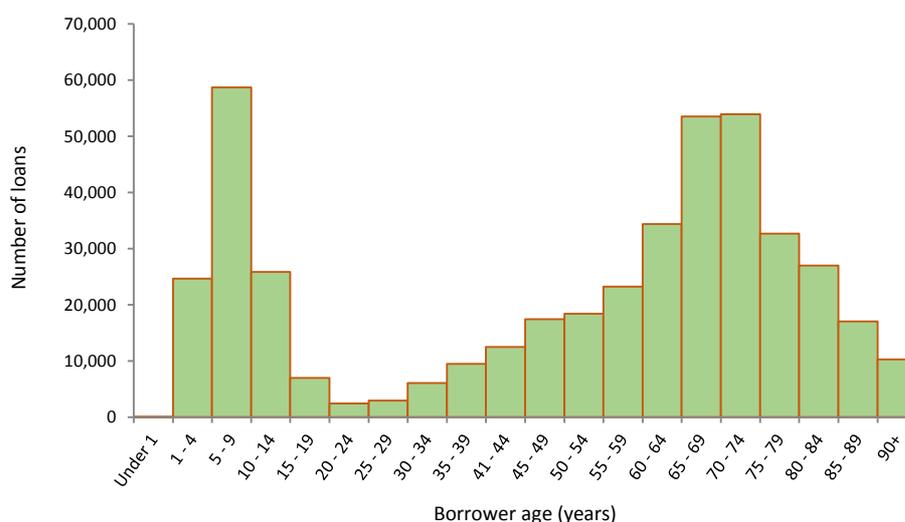
The “active borrowers” data gives a good indication of the age groups who use the library service. This data is based on transactions where individuals have supplied a date of birth. This includes borrowers with active status who have loaned at least one item in 2015/16 – it does not include group members, e.g. playgroups, readers groups, rural book schemes, residential homes, etc.

### Herefordshire Libraries age profile of active borrowers 2015-16



Over half a million items were borrowed from libraries in Herefordshire last year. The library loans by borrower age graph below shows how many items each age group borrowed. All age groups borrowed books and other items, but the groups that borrowed multiple items per person were children and over 65s.

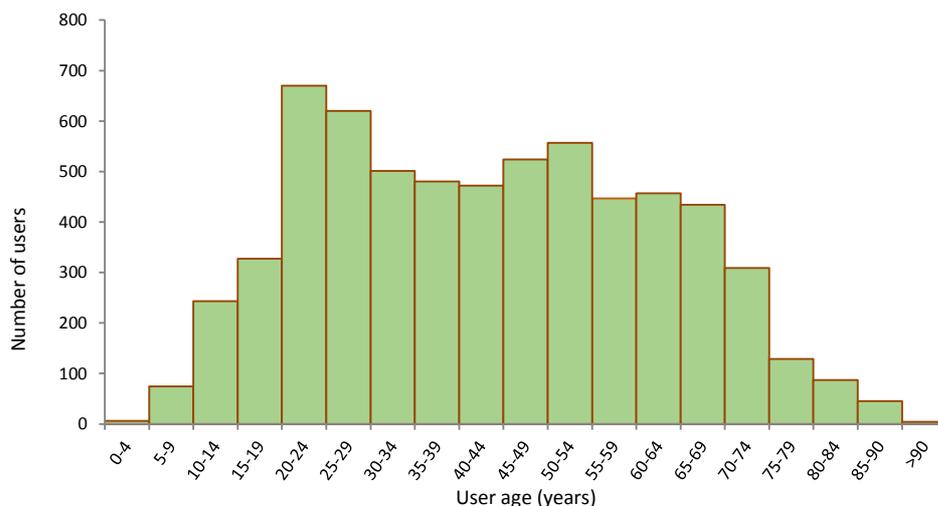
### Herefordshire Libraries loans by borrower age 2015-16



The following graph shows the age breakdown of Herefordshire library members who have used a library computer or Wi-Fi in the last two years. This shows that members from all age groups use library ICT, with the highest use by young adults.

<sup>1</sup> British Cohort Study, The Health and Well Being Benefits of Public Libraries, 2015, Simetrica, Arts Council of England

### Herefordshire library computer and wifi use by age 2014-6



### 3.3 Consultation research by age

The table below shows the response to the user survey by age. Aged 34 and under are under-represented and respondents aged 55 to 74 are over represented next to population numbers.

#### User survey from age (where given)

Age group	User survey	Herefordshire	compared with population
0-15	1%	17%	under-represented
16-24	1%	9%	under-represented
25-34	4%	11%	under-represented
35-44	9%	11%	same
45-54	10%	15%	slightly under-represented
55-64	18%	14%	over-represented
65-74	29%	13%	over-represented
75-80	9%	4%	over-represented
80+	8%	6%	same

This profile is at odds with the actual use where there is high use by children - however 36% of respondents considered facilities are important places to go with children and in relation to the question “what else would you like to be able to use or do at the library / customer service centre”. 27% of respondents stated events for children and a 17% response relating to events for teenagers.

Analysis of what is important to users of libraries and customer service centres by age showed that the range of stock available was the most important aspect for all age groups. There were some noticeable differences in responses by age, notably:

- A good place to go with children is more important to the younger age groups (25-34 and 35-44)
- Speaking to a customer service advisor and needing help to complete forms is more important to younger age groups, particularly those aged 25 to 34
- The proportion of users who felt free Wi-Fi and access to computers is important decreased with age, so less important to the elderly compared to the younger age groups
- Supporting health and well-being is more important to the 25-34 year age group and the 45-64 year olds
- Meeting people is important to the 25-34 years, 45-64 years and 80 years and over age groups.

### 3.4 Summary of age

- High level of users are children, though not reflective of the consultation survey response
- The consultation survey shows high levels of use by older people 65-74 (29% completed the survey next to 13% of the population)
- Customer services tend to be used by a younger age group who will tend to be digitally active (see digital profile later)
- Libraries have a role in supporting education attainment and learning, especially relevant but not exclusively, for children
- Libraries can have a role in supporting well-being; meeting people (supporting good mental health) is important across adult age range.

## 4. Disability Protected Characteristic

### 4.1 Profile of Herefordshire by disability

This characteristic is based on a person if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

For the 2011 census 18.7% of people said they had some form of limiting long term health problem or disability - this is similar to the national percentage and the 2001 census.

#### Limiting long term health problem or disability (2011 census)

Persons	Herefordshire number	Herefordshire %	England and Wales %
All residents	183,477	100	100
People whose day to day activities are limited	34,364	18.7	17.9
People who consider their health to be bad	9,592	5.2	5.6
People who provide unpaid care	20,676	11.3	10.3
People whose day to day activities are:			
limited a lot	15,370	8.4	8.5
limited a little	18,994	10.4	9.4
not limited	149,113	81.3	82.1
People aged 16 to 64 whose day to day activities are:			
limited a lot	5,957	3.2	3.7
limited a little	8,398	4.6	4.7
not limited	98,591	53.7	56.3
Health:			
Very good health	83,874	45.7	47.1
Good health	64,494	35.2	34.1
Fair health	25,517	13.9	13.2
Bad health	7,441	4.1	4.3
Very bad health	2,151	1.2	1.3

It is also worth noting the level of unpaid for care in the county based on:

- 1 to 19 hours of care: 7.6% of the population (slightly higher than the England and Wales percentage)
- 20 to 49 hours of care: 1.3% of the population (in-line with national average)
- 50 hours or more care: 2.4% of the population (in-line with national average)

In March 2016, Herefordshire Carers' Support (HCS) had 4,993 carers registered, made up of 3,708 adult carers, 910 parent carers, 30 young adult carers and 345 young carers.

In the county approximately 2,400 people are in receipt of long term support from adults social care at any one time, 1,600 of who are supported in some way to live in their homes (the remaining 800 in permanent residential placements). Profile of people in receipt of home care (referred to as domiciliary) are most likely to be elderly people reliant on state support, characterised by low income, a reliance on a state pension, living alone, not having a car, being in poor health with a high likelihood of emergency hospital admission<sup>2</sup>.

In terms of mental health based on a report produced by Herefordshire Clinical Commissioning Group (HCCG)<sup>3</sup>, there were 1,403 children and young people presenting with mental health needs (under-18's in January 2013); and around 6,400 adults with long-term mental health problems across Herefordshire in the 2012/13 survey results. HCCG state average prevalence is 4.29%, slightly less than the national figure of 4.5%. Also, to note 12% of all deaths in Herefordshire have a mental health diagnosis.

The HCCG report also outlined that some people are more likely to experience poor mental health if other factors are present – called socio-economic determinants of mental health, the Herefordshire statistics are summarised below:

#### Socio-economic determinants of mental health

Determinants	Profile for Herefordshire
Employment and income	9,120 people out of work claiming benefits 14,500 households on low incomes
Education	55,050 people with no qualifications 840 people with learning disabilities
Family and caring	27,525 people live alone 900 lone parents claiming benefits 21,000 people provide unpaid care 240 looked after children 400 young carers
Crime and anti-social behaviour	7,800 crimes recorded in 2013/14 15.92 per 1000 population domestic violence incidents 547 per 100,000 population first time entrants to youth justice system
Housing	200 homeless families
Health	6,400 people reporting long-term mental health

Also in terms of Dementia, which is an umbrella term for a number of progressive diseases affecting the structure and chemistry of the brain, in 2014/5 1,428 people in the county had a diagnosis of dementia<sup>4</sup>. By 2030 it is projected that Herefordshire will have around 5,000 people aged 65+ with dementia (based on Projecting Older People Population Information System).

<sup>2</sup> Mosaic Public Sector customer segmentation tool

<sup>3</sup> Herefordshire Mental Health Assessment, 2014

<sup>4</sup> GP Quality Outcomes Framework data, March 2015

## 4.2 Service use by disability

Libraries are part of the “safe place” scheme which supports vulnerable people, including those with dementia or a learning disability.

The library service provides books in audio format and printed books in large print format for users who cannot read standard print books. “Access” library membership is available to customers with a disability. This includes visual impairment, learning disabilities, physical disabilities, Alzheimer’s and dementia, as well as any other health issue which prevents someone from being able to hold or read a physical book. Access membership provides free access to audio books and DVDs as well as print items.

The delivered library services team provides library resources to housebound customers, residential homes and sheltered housing complexes - 97% of people recently surveyed said the delivered services was excellent or good.

“Access” library members and delivered library services customers combined, accounted for 15% of public library loans by individuals in 2015-16.

The library service also delivers three books on prescription schemes (a fourth is due next year):

- Reading Well - Books on Prescription: helping people with common mental health problems, such as anxiety, depression, phobias and eating disorders
- Reading Well - For Young People: providing 13 to 18 year-olds with support and advice on common mental health issues
- Reading Well – Dementia Books: recommends books helpful if have dementia, are caring for someone with dementia or want to find out more about the condition
- Reading Well – long-term conditions: due for July 2017.

An additional measure of customer service use by disability is the issue of Blue Badges - 8493 badges issued in the period 2013 to 2016.

## 4.3 Consultation research by disability

20% of the respondents to the user survey said they had a disability, long term illness or health problem, which is a similar profile to the population. For this group it was more important to access a library/customer service centre to support their health and well-being, speak to a customer service advisor and to feel less lonely. Impacts on disability was cited in one in every five comments, particularly those with mobility issues, sight and hearing. Feeling less lonely was more important for respondents who use Bromyard and Weobley libraries.

15% of the respondents to the non-users survey said they have a disability, long-term illness or health problem - a slight under representation compared to 19% of the population (2011 census). In terms of non-user survey to the question “what puts you off using a library or customer service centre?” a handful of comments were about health or disability related constraints to going to the library. 35% of respondents said there would be little impact if library and customer services were reduced and a further 35% said there would be no impact. However more than half of the non-use survey respondents said it would have a great impact on other people - the types of people specified were similar to those identified by users of libraries and customer service centres e.g. families with children, those with no internet access at home, the elderly, vulnerable, isolated, disabled, people on low incomes.

### Summary by disability

- The delivered service provides a lifeline for housebound people
- The determinants of mental health can be supported by customer service and library functions
- Withdrawal of service would have an impact on disabled people
- Libraries have the potential to link to volunteering that can help to address problems of mental health, isolation and keeping people active.

## 5. Limited impact on characteristics

This section lists the protected characteristics within the equality duty with limited, minor or no negative impact relating to library or customer service use.

### 5.1 Race

The protected characteristic of race refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

The information below taken from the 2011 census shows that 93.7% of the Herefordshire population is white English, Welsh, Scottish, Northern Irish, and British. However, the county's make up has changed as a result of the expansion of the European Union in 2004. Of the 12,250 residents who were born outside the UK, 53% arrived after the expansion of the EU.

#### Ethnic group of Herefordshire residents (2011 census)

Ethnic Groups	Number	%	England %
White English, Welsh, Scottish, Northern Irish, British	171,922	93.7%	80.5%
White: Irish	709	0.4%	0.9%
White: Gypsy or Irish Traveller	363	0.2%	0.1%
White: other	7,175	3.9%	4.4%
Non white: Mixed / multiple ethnic group	1,270	0.7%	2.2%
Non white: Asian/Asian British (inc. Chinese)	1,439	0.8%	7.5%
Non white: Black/African/Caribbean/Black British	331	0.2%	3.4%
Non white: Mixed/multiple ethnic group			
- Other ethnic group	268	0.1%	1.0%
All residents	183,477	100%	100%

2011 census

A 2012 Minister Working Group report on inequalities experienced by Gypsies and Travellers (MWG) noted that these communities 'experience, and are being held back by, some of the worst outcomes of any group, across a wide range of social indicators'. These outcomes include:

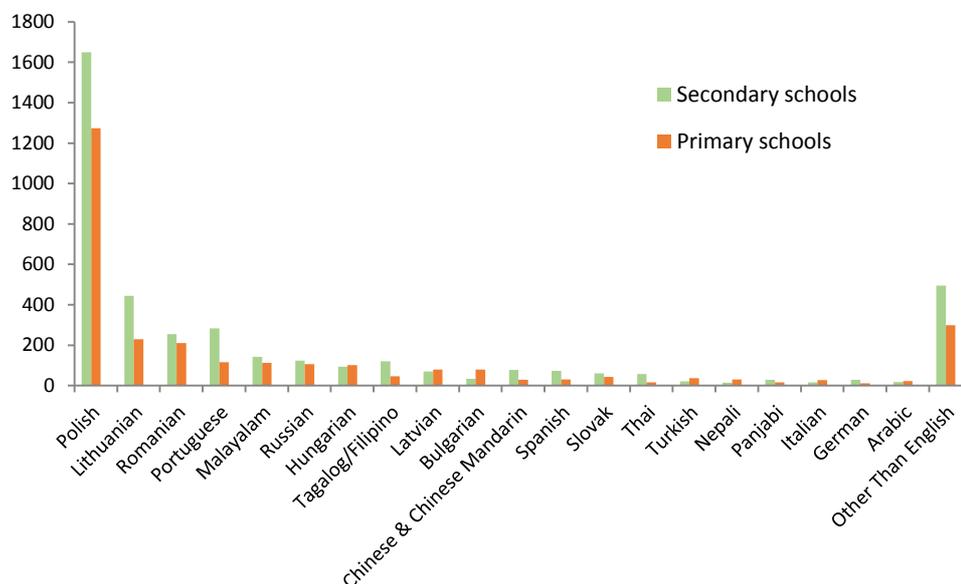
- low educational attainment
- health outcomes that are much poorer than the general population
- high levels of homelessness
- employment disadvantage
- marginalisation and experiences of hostility and discrimination.

54 hate crimes were reported for June 2015 to May 2016 based on race and 1 on faith.

Herefordshire Council has agreed to the Home Office's request to accept the re-settlement of Syrian Refugees and Unaccompanied Asylum Seeker Children (UASC). 60 individuals in 15-20 family groups will be resettled in Herefordshire from September 2016.

Herefordshire's EAL (English as an additional language) pupils are culturally diverse, speaking a wide range of first languages. The chart below shows the top twenty languages spoken by children in primary and secondary schools in Herefordshire in academic year 2015-2016.

#### Top twenty EAL languages spoken in Herefordshire schools academic year 2015-16



In the academic year 2015-2016 the most prevalent EAL language in both primary and secondary schools was Polish, followed by Lithuanian, Romanian, Portuguese, Malayalam, Russian and Hungarian.

Herefordshire public libraries provide books in Polish and other languages where available for adults and children and supplies EAL collections to Herefordshire schools as part of the Schools Library Service.

95% of the respondents to the user survey said they are White British, 3% Other White and 1% any other ethnic group. This is very similar to the overall county population. For non-user respondents 93% of the respondents to the question on ethnicity said they are White British, 4% Other White and 3% any other ethnic group.

## 5.2 Sex / Gender

There are 51% females to 49% of men in the county and females outnumber males at almost all ages over 40. The difference is more evident as people reach late 70s as a result of the longer life expectancy of women. The latest Taking Part report from the Department of Culture, Media and Sport shows that in England more women visited a library in the past twelve months than men: 38.1% compared to 29.4%.

62% of the user survey respondents are women, which is higher than the overall county population (51%).

### 5.3 Pregnancy and Maternity

The protected characteristic definition is based on pregnant women or women who are in the first 26 weeks after giving birth.

Births in Herefordshire fell throughout the 1990s, and began rising from 2002. Births rose by 22% from a low of 1,570 in 2002 to 1,900 in 2010 and have plateaued since then to around 1800 to 1900 per year. Births to women from “new Europe” mostly Polish and Lithuanian, accounted for 11% all new births in the county in 2013.

Library services provide support for parents and carers and access to resources through the provision of dedicated parent and carer collections, which include material on pregnancy, early years, parenting, nutrition, disability and learning. Larger libraries provide Bounce and Rhyme sessions for under-fives which support language development and social skills and provide support for new parents. Centres are designated “safe places” for breastfeeding mothers.

### 5.4 Marriage and Civil Partnership

Marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same-sex couple. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples.

According to the 2011 census over half (51.8%) of the population were married or in a civil partnership - the overall percentage is slightly higher than the national figure for England and Wales at 47%.

### 5.5 Gender Reassignment

This characteristic relates to transsexual people who are proposing to undergo, are undergoing or have undergone a process (or part of) for the purpose of reassigning their sex by changing physiological or other attributes of sex. There is no official estimate of the number of transsexual people either nationally or locally.

### 5.6 Religion or Belief

Belief includes religious and philosophical beliefs including lack of belief (e.g. atheism). The 2011 census asked people “what is your religion” and the results for Herefordshire shows that Christianity remains the largest religion. This is reflective of the national picture – although numbers fell from 79% of the population in 2001 to 67.8% to 2011 nationally. The proportion reporting they have no religion increased from 13% to 22.8%, just slightly lower than the proportion nationally (25%).

### 5.7 Sexual Orientation

This characteristic is based on whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes. From 2011 census 0.2% of the Herefordshire population are in registered same-sex civil partnerships.

For more up to date information the Integrated Household Survey<sup>5</sup> asks 178,197 people about their sexual identity. 93.5% of people said they were 'heterosexual' or 'straight', 1.1% said they were 'gay' or 'lesbian' and 0.4% said they were bisexual.

## 6. Poverty and Low Income

### 6.1 Profile of Poverty in Herefordshire

Poverty is not a defined protected characteristic, but considered as part of this impact study as linked to accessing services and low income.

According to the Annual Survey of Hours and Earnings (ASHE) in 2015, the median weekly earnings for people who work in Herefordshire were £421.90, lower than those in the West Midlands region of £493.10 and England at £532.40.

At the time of the 2011 census the unemployment rate (as a proportion of those aged 16-64) unemployment in the county was 4% - lower than across England (6%) and the West Midlands (7%). More regular updates are provided by the claimants for Job Seeker's Allowance – for July 2015 0.7% of people were claiming the allowance. This is lower than England (1.2%) and West Midlands (1.5%). The largest proportion of claimants (53%) have been claiming for less than 6 months, whilst a quarter have been claiming for more than 12 months.

Herefordshire gender pay gap was larger compared to most of the West Midlands and neighbouring authorities (women's earnings were 23% lower than men's); the overall gap in the West Midlands was 20% and 17% for England as a whole.

Other related points regarding low income is children living in families in receipt of out of work benefit (May 2014) for Herefordshire was 3,390 children (0-15 years) which equates for 10.7% of that age group<sup>6</sup>.

An estimated 260 Not Employment or Education (NEETs) young people who are not in training or economically active were known to the local authority in 2015. This equates to 4.5% of all 16-18 year olds resident in the county. The 2015 figures has risen slightly in 2016 to 266 young people, but has seen a decrease in previous years.

In Herefordshire 4,300 children (14%) under the age of 16 live in income deprived households. There are ten areas of the county where more than one out of every four children live in income deprivation – six of these areas fall in the most deprived in England, specific areas are in Leominster and South Hereford wards<sup>7</sup>.

Another measure of poverty is the number of free school meals (FSM) awarded – this is based on parents receiving a qualified welfare benefit. For Herefordshire one in ten children and young people have FSM compared to one in four in the UK. Also, Herefordshire has also seen an increase in the percentage of household experiencing fuel poverty (from 14.5% in 2011 to 16.4% in 2012) which is higher than the West Midlands and England<sup>8</sup>.

<sup>5</sup> Sexual Identity: by Age Group, January to December 2012 Integrated Household Survey

<sup>6</sup> Proportion of children in out-of-work benefit households measure for 2014, Child Poverty Unit for DWP

<sup>7</sup> Understanding Herefordshire, Joint Strategic Needs Assessment 2016

<sup>8</sup> Understanding Herefordshire, 2015

Residents applicable for housing benefit at the current time is 13,000 – though this figure will flex up and down dependent on people’s circumstances.

## 6.2 Service use by Low Income and survey comments

The concept of a public library service was based on ensuring books were available to the masses to support education and it is part of the 1964 Act that public library membership is free. Legally books cannot be charged for, though costs for supplying other services may be recouped. Free public access computers are available at all Herefordshire libraries except Peterchurch (the smallest site). Free wifi is available at most libraries. This reduces the financial barrier of people going online and enables customers on low income to access information and apply for services.

There are a number of services that can be accessed by people in libraries and customer services sites that may be particularly relevant to people on low income. These include:

- Applying for benefits and services
- Applying for jobs online
- Emergency payments
- Free access to information
- Free access to books to support learning and literacy
- Homepoint services of people in need of affordable housing
- Signposting to relevant department or organisation for further support

The number of people with housing benefit and council tax queries for 2015/6 is outlined below.

### Face to Face and telephone benefit and council tax queries

Customer Service Facilities	Benefits and council tax queries
phone contact to customer services	41,454
Hereford	15,502
Leominster	2,638
Ross-on-Wye	2,156
Ledbury	484
Kington	43
Bromyard	413
totals	62,690

As part of the consultation survey results those on a low income were considered also an ‘at risk group’ that would need to be considered. Also a focus group feedback said that the computers are often full so can't use them for job searches or writing CVs.

The Department of Culture, Media and Sport has measured the public’s usage of libraries in England since 2005. In the 12 months to March 2016, it reported that 33.4% of adults had used a public library, compared with 48.2% of adults in 2005/2006. However, the report reveals that although declines have been seen across all demographic groups over the last decade, the largest declines are for the “urban prosperity” group, down from 57.3% to 37.8%, and the “wealthy achievers” group, down from 50.9% to 33.5%. By contrast, adult library users in the “hard-pressed” group fell by just seven percentage points over the same period, from 40.9% to 33.5%.

### 6.3 Summary of poverty and low income

- Though level of employment are high compared to regional and national figures, average income levels are lower
- There are specific areas of support customer services and libraries offer people on low income, ranging from help with claiming benefits to the availability of free books
- There are specific areas of low income in the county where a case for council support for services could be made (see below)
- Poverty and low income often has an impact on access services e.g. non-car ownership (see below).

## 7. Geography and Travel

### 7.1 Profile of Herefordshire on Geography and Travel

The following tables shows the population spread across the county and age profile in different areas.

#### Population spread

Area	Mid-year estimates 2014	% of population 2014
Hereford (urban city and town)	60,000	32.1
Leominster (urban city and town)	11,900	6.4
Ross on Wye (urban city and town)	10,900	5.8
Ledbury (rural town and fringe)	9,800	5.2
Bromyard (rural town and fringe)	4,600	2.5
Kington (rural town and fringe in a sparse setting)	3,400	1.8
Other urban or town and fringe (e.g. Holmer, Credenhill)	7,200	3.8
Rural village and dispersed	79,400	42.4

#### Population of particular age living in different types of areas, mid -2014

Type of area	All ages %	Ages 65-84 %	Age 85+ %
Urban city and town (Hereford, Leominster and Ross)	47	39	46
Rural – town and fringe (Bromyard, Kington, Ledbury, Credenhill, Clehonger)	11	11	15
Rural – village and dispersed	42	30	39
Herefordshire county	100	100	100

Office of National Statistics. Figures rounded to the nearest 100; change calculated based on rounded figures.

Another factor to consider is the availability of own transport – from the 2011 census 25.6% of households had no car or van. A report from 2015 emphasised the role played by transport in reducing loneliness and social isolation later in life<sup>9</sup>.

<sup>9</sup> Promising approaches to reducing loneliness and isolation in later life, Age UK and Campaign to End Loneliness, 2015

In terms of geography the index of multiple deprivation<sup>10</sup> is a combined measure of the individual determinants of health and quality of life that can be viewed at a ward level. The county has affluent areas where residents enjoy good health and wellbeing outcomes, alongside areas which rank amongst the most deprived in England where residents have significantly poorer outcomes.

Based on the terminology and definition the most “deprived” areas of the county are in Hereford city and the market towns of Leominster, Ross-on-Wye and for the first time Bromyard. There are currently 12 LSOAs<sup>11</sup> in the county that are in the 25% most deprived nationally; four more than there were in 2010 - ‘Leominster - Gateway’, ‘Hereford City centre’, ‘Courtyard’ and ‘Bromyard Central’. ‘Golden Post - Newton Farm’ remains the most deprived area in the county – the only LSOA<sup>1</sup> to be in the 10% most deprived nationally. The least deprived areas are in Hereford city and the surrounding rural area, Ross-on-Wye, and Ledbury.

## 7.2 Service Use by Geography

The table below shows use of libraries by geography, and the spread of customer service use in the market towns.

### Library and customer service use across the county for 2015-16

Library	Hours open per week	Visits per year	Visits per hour	Loans per year	Items reserved per year	No. of public computers	Computer sessions per year	Computer hours per year
Hereford / Town Hall	37	96,692	50	101,493	8,677	18 / 0	11,594	7,824
<i>Hereford 2014-15</i>	<i>37</i>	<i>184,434</i>	<i>96</i>	<i>175,638</i>	<i>11,840</i>	<i>18</i>	<i>25,359</i>	<i>15,555</i>
Leominster	35.5	102,211	55	109,912	6,984	12	11,775	8,424
Ross-on-Wye	35.5	103,683	56	97,997	7,093	11	10,139	6,991
Ledbury	32.5	110,450	65	57,545	3,870	5	4,311	3,126
Belmont	38	34,697	22	45,877	4,084	2	2,105	1,031
<i>Belmont 2014-15</i>	<i>22.5</i>	<i>22,527</i>	<i>19</i>	<i>26,100</i>	<i>2,390</i>	<i>2</i>	<i>1,028</i>	<i>849</i>
Kington	18	20,769	22	17,037	1,880	7	2,265	3,302
Bromyard	24	12,448	9	17,560	1,769	7	2,114	1,459
Colwall	15.5	11,138	15	13,241	1,482	5	1,324	1,194
Leintwardine	9.5	2,769	7	5,183	563	1	77	49
Weobley	6	2,491	8	4,454	482	3	152	355
Peterchurch	10	1,890	4	3,108	429	0	n/a	n/a
Delivered Services	n/a	1,607	n/a	22,218	2,161	0	n/a	n/a
Stock Unit	n/a	n/a	n/a	15,968	315	0	n/a	n/a
<b>Herefordshire</b>	<b>261.5</b>	<b>500,845</b>	<b>314</b>	<b>511,593</b>	<b>39,789</b>	<b>71</b>	<b>45,856</b>	<b>33,755</b>

<sup>10</sup> The Indices of Deprivation 2015 provide a set of relative measures of deprivation across England, based on seven different domains of deprivation - (i) income; (ii) employment; (iii) education, skills & training; (iv) health & disability; (v) crime; (vi) barriers to housing and services and (vii) living environment

<sup>11</sup> LSOA refers to Local Super Output Area, representing a geographical area with a minimum size of 5000 residents and 2000 households, or an average population size of around 7,500. LSOAs improve the reporting of small area statistics.

**Customer services use in Market Towns for 2015-16**

Customer Service Centres	Face to Face enquiries	% of customers from same postcode as centre
Leominster	6,764	74%
Ross-on-Wye	5,529	86%
Ledbury	2,422	50%
Kington	478	61%
Bromyard	1,588	43%
<b>totals</b>	<b>16,781</b>	

(Comparable to Hereford customer service face to face queries at 40,057)

**7.3 Consultation research by Geography**

The following table of users shows the method of transport customers used to visit a library. People were most likely to drive themselves, or walk.

Q2. How did you get there? (tick all that apply)	Number	2016 %	2013 %
Car (drove myself)	1,131	50	41
Walked	1,072	48	44
Public transport (bus or train)	317	14	10
Car (lift from someone else)	180	8	8
Cycle or motorcycle	115	5	4
Community transport	98	0	1
Taxi	5	0	<1
<b>Total responses</b>	<b>2,211</b>	<b>98</b>	
<b>Not answered</b>	<b>43</b>	<b>2</b>	
<b>Base</b>	<b>2,254</b>		

**7.4 Summary of geography**

- Providing services to a scattered population across a large geographic area is a challenge and often additional resources are required to provide services to a spread and sparse population
- Consideration needs to be given to areas with high level of “deprivation” when mapping the delivery of service and next to use
- Ability to travel is emerging as an issue in accessing services, specifically for people without their own transport if rurality based combined with not accessing services on-line
- Hereford is the core centre for customer services queries (and via the phone), whilst library use is spread across the county.

**8. Profile of Mosaic Public Sector**

Mosaic Public Sector is a customer segmentation tool that classifies households and postcodes into one of 15 groups based on the *likelihoods* of the people living in them to have particular characteristics. It is unlikely that a household in a particular group will have every characteristic typical to that group, but it gives additional insight into likely preference and behaviours that are not available elsewhere.

In terms of needs and impact assessment the groups that are most relevant, based on user profile or likely to need support from the council, are as follows:

F: Senior security - The most elderly group (average age of 75); living independently with property equity gives them a reassuring level of financial security. Some are living with their long-time spouse, but a larger number are now living alone, and women outnumber men. C: 6,400 of the population; 7.7%.

L: Transient renters – generally single people, typically in their 20s and 30s, who pay modest private-sector rents for low cost homes. Many work full-time, however their lower skilled jobs mean that incomes are often limited. C: 5,000 of the population; 6.2%.

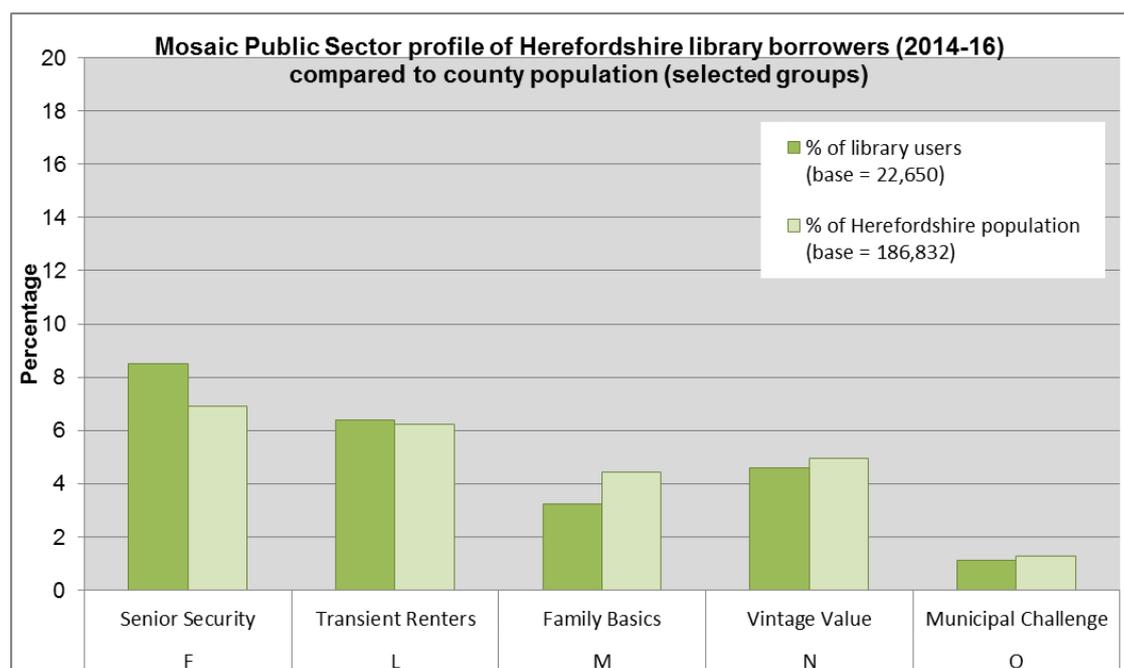
M: Family basics - families with children who have limited budgets and can struggle to make ends meet. Homes are low cost and are often found in suburban areas with fewer employment options. Some own their own homes, but more than half rent from social landlords. Families have the support of tax credits, but significant levels of financial stress still exist. C: 4,000 of the population; 4.8%.

N: Vintage value - elderly people (particularly women) who mostly live alone, either in social or private housing, often built with the elderly in mind. Levels of independence vary, but with health needs growing and incomes declining, many require an increasing amount of support. C: 4,300 of the population; 5.2%.

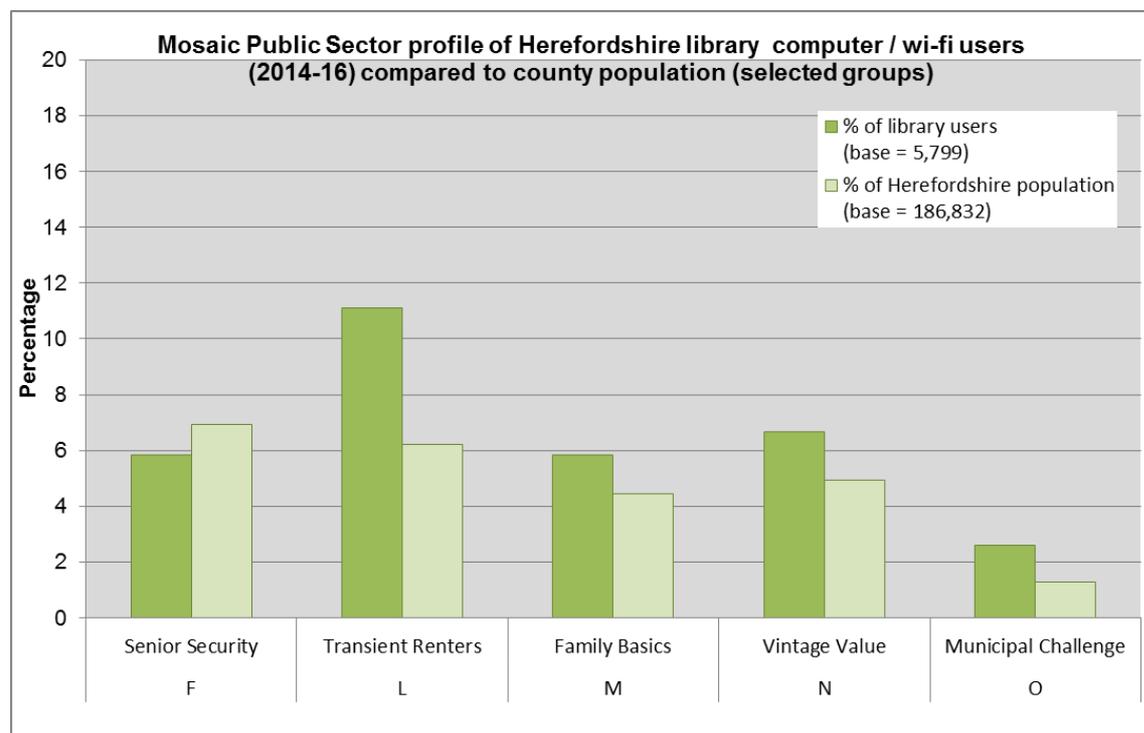
O: Municipal challenge - long-term social renters living in low-value flats in urban locations, or small terraces on outlying estates - limited employment options and correspondingly low household incomes. C: 1,500 of the population; 1.8%.

The chart below shows the profile of people (residents) who borrowed from Herefordshire libraries in 2014-16 compared to the profile of the county's population. Borrowers have a broadly similar profile to the population as a whole.

Groups less likely to be borrowers than would be expected given their proportion in the population include some of those who are most likely not to have a car and more likely to use the internet to self-serve, although the percentage differences are very small.



Users of the library computers and wifi facilities have quite a different profile to the population where more people with lower incomes make use of these services.



The mosaic profiling also illustrates the demographic groups considered less likely to use the internet in the county. This is illustrated below:

	Herefordshire Households no.	Herefordshire %	UK households %
N: Vintage value	4,300	5.2%	6.8%
M: Family basics	4,000	4.8%	7.2%
O: Municipal challenge	1,500	1.8%	6.5%
F: Senior security	6,400	7.7%	8.5%
<i>Total</i>	16,200	19.4%	29.0%

In total, these groups comprise 16,200 Herefordshire households – a fifth of all households in the county (19.3%). This is relatively low by national comparison: 29% of UK households are in one of these four groups. With the exception of “senior security” the groups represent those expected to be on lower income equating to 9,800 households.

## 9. Electronic Delivery of Service/Digital Exclusion

This needs and impact assessment considers digital exclusion because of the increased reliance of services being accessed on-line. This data assesses who currently use and don't use the internet, the barriers for being on-line, and any mitigation that can be put in place.

## 9.1 Use and non-use of the internet

In 2015 87.9% of adults have used the internet in the last 3 months, over three quarters of adults in Great Britain used the internet every day, or almost every day (78%, 23.1 million); and 66% of adults had accessed the internet using a mobile phone<sup>12</sup>.

Herefordshire's use levels are slightly below the overall UK percentage as the below table shows and compares to other areas in the West Midlands.

### Percentage of recent and lapsed internet users/internet non-users, by geographical location

	Ever used %	Never used %
	2016	2016
UK (persons aged 16 years and over)	87.9	12.0
West Midlands	85.7	14.1
<b>County of Herefordshire</b>	<b>82.2</b>	<b>17.8</b>
Worcestershire	87.3	12.4
Warwickshire	90.8	9.0
Telford and Wrekin	93.6	6.4
Shropshire CC	82.7	17.3
Stoke-on-Trent	87.7	12.3
Staffordshire CC	83.1	16.8
Birmingham	87.3	12.3
Solihull	82.2	17.8
Coventry	89.5	10.5
Dudley and Sandwell	82.5	17.3
Walsall and Wolverhampton	82.1	17.8

Internet Users 2016, Office for National Statistics, 20 May 2016

Information from the Office for National Statistics shows that certain protected characteristics are less likely to use the internet. This is particularly based on age – whilst almost all adults 16-44 years have used the internet recently (in the last three months), older aged people have consistently shown the lowest rates of use with only 4 in 10 adults over the age of 75 using the internet regularly<sup>13</sup> (this corresponds with the Mosaic Public Sector findings).

“While we have seen a notable increase in internet usage across all groups in recent years, many older and disabled people are still not online, with two-thirds of women over 75 having never used the internet.”  
Pete Lee, Surveys and Economic Indicators Division, Office for National Statistics

Also difference in use between genders is higher in older age. Though there is little difference in the rates of internet use between men and women in all age groups under 65 years of age - though the largest rise in recent internet use are women aged 75 and over.

### Recent and lapsed internet users and internet non-users, by age group and sex

Age	2016	Used in the last 3 months %	Not-used over 3 months %	Never used
All*	Men	89.4	1.7	8.7
	Women	86.4	1.9	11.6
16-24	Men	99.0	0.2	0.4

<sup>12</sup> Internet Access – Households and Individuals 2015, Office for National Statistics, 6 August 2015

<sup>13</sup> Source: Internet Users in the UK 2016, Office for National Statistics, 20 May 2016

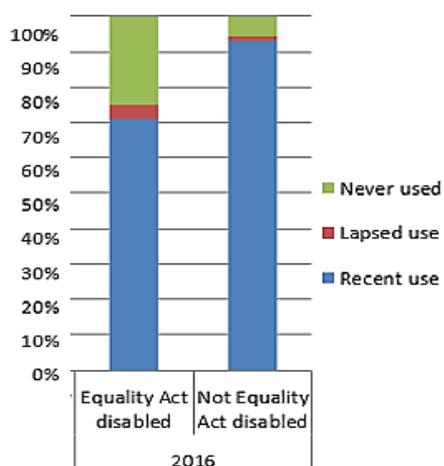
	Women	99.4	0.2	0.2
25-34	Men	98.8	0.5	0.4
	Women	99.1	0.4	0.4
35-44	Men	98.1	0.6	1.1
	Women	98.3	0.4	1.2
45-54	Men	95.0	1.5	3.3
	Women	94.9	1.2	3.7
55-64	Men	88.2	2.6	9.1
	Women	88.3	2.7	8.8
65-74	Men	75.8	4.1	20.0
	Women	72.5	4.6	22.8
75+	Men	46.7	4.5	48.8
	Women	32.6	5.0	62.2

\*Internet Users 2016, Office for National Statistics, 20 May 2016 - Persons aged 16 years and over

Recent internet use increased for economic inactive and retired adults - retired category of economic activity has increased by 19.1% since 2011, followed by the economically inactive category increasing by 13.5%.

Disabled people are less likely to use the internet with a quarter of disabled adults had never used the internet (2016). There were 0.5 million disabled adults who had last used the internet over 3 months ago. In 2016, 97.3% of disabled adults aged 16 to 24 years were recent internet users, compared with 99.4% who were not disabled. Of disabled adults aged 75 years and over, 30.8% were recent internet users, compared with 48.1% who were not disabled.

#### Recent and lapsed internet users and internet non-users, and disability UK



Internet Users 2016, Office for National Statistics, Persons aged 16 years and over, May 2016<sup>14</sup>

The most common reason for using the internet to interact with public authorities or services was to obtain information from websites (33% of adults), followed by submitting completed forms (30%) and downloading official forms (24%).

<sup>14</sup> Equality Act disabled' refers to those who self-assess that they have a disability in line with the Equality Act definition of disability. A number of respondents who chose not to declare whether they had a disability have been included within the category 'Not Equality Act disabled'.

## 9.2 Trends and barriers to Use

There is significant evidence to indicate that more people are using the internet:

- Since 2015, the number of disabled adults who had used the internet in the last 3 months has increased by 6.8% to 8.6 million in 2016
- 89.4% of men (22.8 million) and 86.4% of women (23.1 million) were recent internet users, up from 87.9% and 84.6% in 2015
- Women aged 75 and over, had seen the largest rise in recent internet use in 2016, up 169% from 2011
- 25.0% of disabled adults had never used the internet in 2016, down from 27.4% in 2015
- Economically inactive adults who had never used the internet or who used the internet more than 3 months ago has decreased by 13.3% since 2011.

However, there is evidence of barriers to use. In 2015, 86% of households (22.5 million) had an internet connection. This was up from 84% in 2014 and 57% in 2006. Of the 3.7 million households with no internet access, 53% of households reported that they didn't need it. 31% said they did not have the internet in their household due to a lack of computer skills.

### Reasons for households not having internet access, 2015

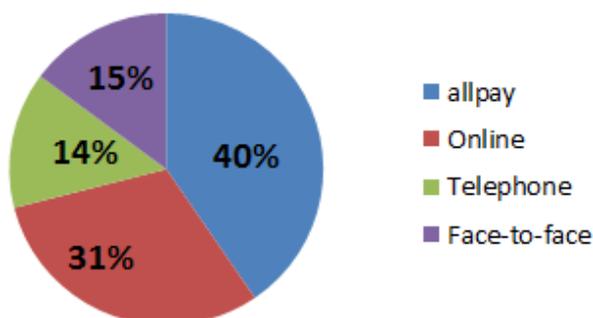
	%
Don't need internet (not useful, not interesting, etc.)	53
Lack of skills	31
Equipment costs too high	14
Access costs too high (telephone, broadband subscription)	12
Have access to the internet elsewhere	7
Privacy or security concerns	5
Physical or sensorial disability	5
Other reason	14

Internet Access - Households and Individuals 2015, Office for National Statistics, 6 August 2015

Fastershire is the broadband delivery programme for Herefordshire established to reach premises with fibre that the commercial providers had no plans to deliver to due to a low return of investment in deployment in rural areas. National and local governments have therefore jointly invested in the delivery of the fibre broadband networks to address this issue. By December 2016 over 35k premises in the Fastershire eligible areas of Herefordshire will be able to access connections of over 30Mbps and combined with the BT commercial programme 80-90% of the premises in the county will have access to a fibre connection. With additional funding already committed a second stage of the programme will aim to reach all premises that need a fibre connection by the end of December 2018.

### 9.3 IT use by Service

Of payments to the council the following chart shows 31% payments are made on-line:



The Chartered Institute of Chartered Accountants (CIPFA) recorded the number of web visits to the Herefordshire library service website and online catalogue (Prism). As the table shows there has been a steady increase over the past four years. In 2014-15 virtual visits increased sharply, coinciding with improvements to the Prism website.

#### Web visits and on-line catalogue for Herefordshire library site

Web Visits	Number
2012-13	24,468
2013-14	40,109
2014-15	65,693
2015-16	46,114

CIPFA, 2013 – 2016

The table below shows the number of sessions at each of the sites. The usage varies and has reduced in some instances which are against the trend of increased IT use generally. This could be due to more people purchasing their own equipment to access the internet (including mobile devices) and using the centre's wifi access.

#### Number of public access PC sessions per sites

Library sites	2010-11	2011-12	2012-13	2013-14	2014-15	2015/6
Hereford P.C. Sessions	38,166	37,355	35,868	32,264	25,359	12,297*
Leominster P.C. Sessions	17,957	17,455	16,604	14,655	11,890	11,774
Ross P.C. Sessions	14,655	16,393	18,888	14,195	10,269	10,225
Ledbury P.C. Sessions	8,014	6,415	7,313	5,969	3,074	4,311
Bromyard P.C. Sessions	11,076	12,201	11,333	5,802	3,855	2,766
Kington P.C. Sessions	5,381	5,619	5,472	4,765	2,518	2,271
Belmont P.C. Sessions	1,133	1,084	1,027	1,092	1,028	2,126
Colwall P.C. Sessions	3,824	3,526	3,362	2,842	1,498	1,368
Weobley P.C. Sessions	223	128	113	147	123	152
Leintwardine P.C. Sessions	52	81	101	151	86	77

Herefordshire Council

Herefordshire library members can now borrow a range of e-books and e-audio free of charge via the Herefordshire Libraries OneClickDigital site. In 2015-16 Herefordshire library members

borrowed 547 e-books and 426 e-audio items. In November 2014 the service also launched an online local history website called [www.herefordshirehistory.org.uk](http://www.herefordshirehistory.org.uk) to house photographs, maps, newspapers and other material on the history of Herefordshire. There are currently 40,570 items on the Herefordshire History website, in 1,766 separate collections.

#### 9.4 Survey results

Respondents who attend a library or customer service centre very regularly are more likely to do the following tasks compared to those using it less frequently:

- Use the public access computers
- Use the Wi-Fi
- Pay a bill or access a council service
- Research

Users when asked what is important in terms of use of customer services and library – 37% said free wifi and public access to PCs. Users when asked what else would you like to be able to use or do 33% of respondents stated IT courses including internet training (third most important behind courses and classes and information advice and signposting).

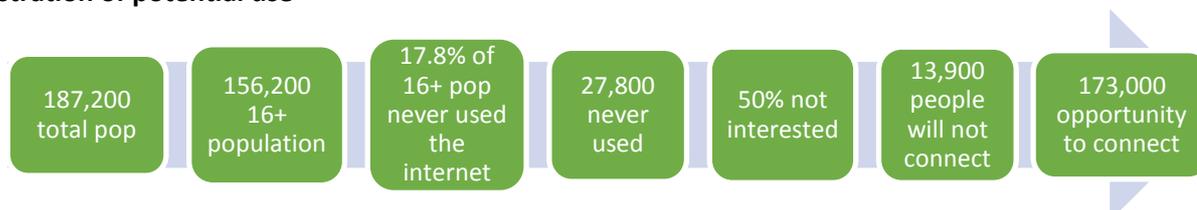
If the service was withdrawn over half respondents said they would find information on-line – indicating that half could. Though 39% respondents felt they needed to speak to someone in person and 29% felt their information will not be safe on-line.

As regards non-users 74% knew about computers at the libraries but didn't need them, with 62% knowing about the wifi but again did not need to use it. Focus group feedback suggests people would use the PCs for job seeking if available.

#### 9.5 Summary on digital use

Once good speeds are implemented across Herefordshire a significant number of people will be able to use the internet. Based on current data 17.8% of the adult population have never used the internet, and research shows that 50% of these non-users (13,900 of the population) are not interested in going on line. This leaves the potential for 173,000 of the Herefordshire population to be internet users once current network and other barriers are overcome. This calculation is illustrated below.

##### Illustration of potential use



Other summary points to consider:

- Older people are less likely to use the internet, however there is significant rise in use – specifically in traditional non-users
- 30% of those who do not have an internet connection say they do not because they do not have the skills
- Public access PCs available at libraries reduces the cost barrier to internet use, as does availability of free wifi

- A Cross-European survey to measure users' perceptions of the benefits of ICT in public libraries<sup>15</sup> illustrates that access to public access PCs are important as a first step into internet use and important for certain groups
- There is opportunity for more online payment transactions and Job Seeking.

## 10. Impact on employees

The impact assessment focuses on the effects of change of service on users and customers. However, consideration needs to be given to staffing who will be affected by any alternative delivery model. The impact of the change to staff will be considered in any service redesign, though on initial assessment risk of impact could be specifically linked to disability based on changes to work practices, location, office layout changes, and use of IT / software. Any impact on disability will be mitigated through reasonable adjustments in discussion with the individual staff affected.

## 11. Combined Factors and Protected Priorities

This needs and impact assessment evaluates the potential effects of service change on the protected characteristics – which include geography and poverty for this report. Also to be considered is that a person could face a combination of characteristics which would have an escalating effect, as well as characteristics affecting people at different stages of their lives. A brief literature review conducted for the consultation found common trigger points for starting or renewing library use was based on taking up study, becoming unemployed, having children or retiring<sup>16</sup>.

The consultation research found age was the single most common characteristic that respondents felt needed support, cited by nearly a quarter of the comments; particularly older people (15% of all comments) and children/young people (9% of all comments). Disability was cited in nearly a fifth of comments, particularly those with mobility issues, sight and hearing. Following that was the importance of having face to face support and the risk of social isolation if that service and support was not there, this was particularly in relation to elderly people. Those who are disadvantaged or on a low income were considered also an 'at risk group' that would need to be considered.

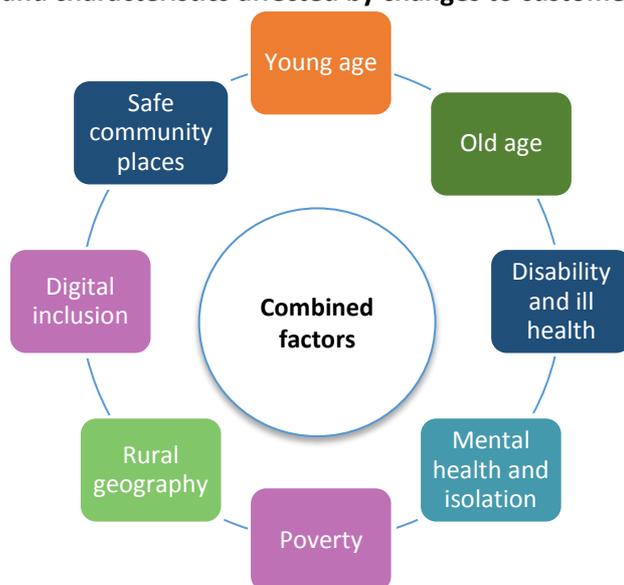
A key aspect is to ensure change does not impact on people at highest risk. Mosaic data shows that the lowest income groups account for c9,800 households, which corresponds to 13,000 people are currently claiming housing benefit. Some of these residents will also be supported by the council by different departments and others will be able to access services electronically, leaving a residual of citizens who will continue to need customer services and library support.

---

<sup>15</sup> Cross-European survey to measure users' perceptions of the benefits of ICT in public libraries, March 2013, Bill and Melinda Gates Foundation.

<sup>16</sup> What do the public want from libraries, a practitioner's guide, Museums, Libraries and Archive Service, 2010.

### Prevailing factors and characteristics affected by changes to customer services and libraries



From the survey consultation in terms of what should be done to protect these groups, the overwhelming single response from respondents specifically asking to “keep the libraries open”. Easy access was identified as a key aspect to support those with protected characteristics, this was largely about keeping libraries local for a rural county; as well as easy to park, enter the building.

The other suggestions were around the following topics:

- provide more classes/information
- making facilities community resource/hub
- offer more services in one place
- making it a free service
- staff training
- maintain or extend opening hours

The below table outlined the key factors and characteristics to be impacted on changes to customer services and libraries, and mitigation suggestions.

Factors and characteristic	Mitigation suggestions
Age: Older – there are a number of factors affecting older people as high number of users of the library service, are less likely to use digital services and mobility and accessing services generally can be difficult with high percentage of older people living outside of the urban areas.	To continue with the Delivered Library Service to support housebound older people; training programmes for on-line use; library presence across the county where possible and continued support for community libraries. Provision of large print resources in all libraries. Provide access to Books on Prescription resources to support people with dementia and their families/carers.
Age: Young - children are high users of the library service and participation is supportive of education attainment and a resource for learning. Libraries are also “safe” places free to use.	Support continuation of the Schools Library Service, and access to book stock for children at libraries with special campaigns such as the summer reading challenge. Review spaces in each of the centres to accommodate other services for children.

<p>Disability and ill health - disabled people could have a range of complex needs that customer services can support with; disabled people are less likely to use the internet to access goods and services; a great deal of carer support takes place in the county.</p>	<p>For customer services to focus on a range of needs affecting the individual. Continue where possible a network of libraries, well-being support and activities for disabled people and their carers. Provision of large print resources in all libraries. Provide access to audio books and online resources.</p>
<p>Mental health and isolation - mental health issue and isolation can affect any age.</p>	<p>Early help through library activities and customer services to address mental health e.g. books on prescription; support for local community libraries with volunteering opportunities; continuation with Delivered Library Service for people who are isolated through being housebound. Provide access to Books on Prescription resources to support people with mental health issues.</p>
<p>Rural geography - the sparse nature of the county makes it difficult to physically access services; however phone and face to face contact is required due to the nature of the query or the requirements of the service. Access to travel is also a factor for rural areas.</p>	<p>Continue to offer a phone service and face to face to those who need it. Community libraries and the network of market town libraries can address elements of rural isolation. Continue to develop access to digital library resources, e.g. eBooks and local history.</p>
<p>Poverty – a strong combined factor that impacts on people’s quality of life and life chances. Libraries and general customer services is free to use.</p>	<p>Continue a level of support and advice on council tax and housing benefits via appointments for people who need advice. Wifi and public access PCs retained as free to use, with enhanced computer use to support job seekers.</p>
<p>Digital inclusion – there will be residents who will never use the internet (generally older people); however for many on-line is a way of accessing services in a way convenient to them once barriers such as training, cost and connectivity are reduced.</p>	<p>Improvements in council web transactions; continue with free wifi at libraries; free to use public access computers; course and classes on use; roll-out of broadband across the county.</p>
<p>Safe, community places – though race and religious beliefs not emerging as a key issue for customer services and libraries there is a link to libraries creating “safe” and neutral spaces. The same principle applies to other characteristics.</p>	<p>Libraries and customer service centres as universal, safe, community spaces; provide shared services with information and guidance; continue with support for community libraries.</p>
<p>Language – support the learning and development needs for people who have English as a second language.</p>	<p>Books in different languages at schools library service and as part of the reading stock. To also provide the centres as a welcoming place, computer and wifi access and a place to access information.</p>